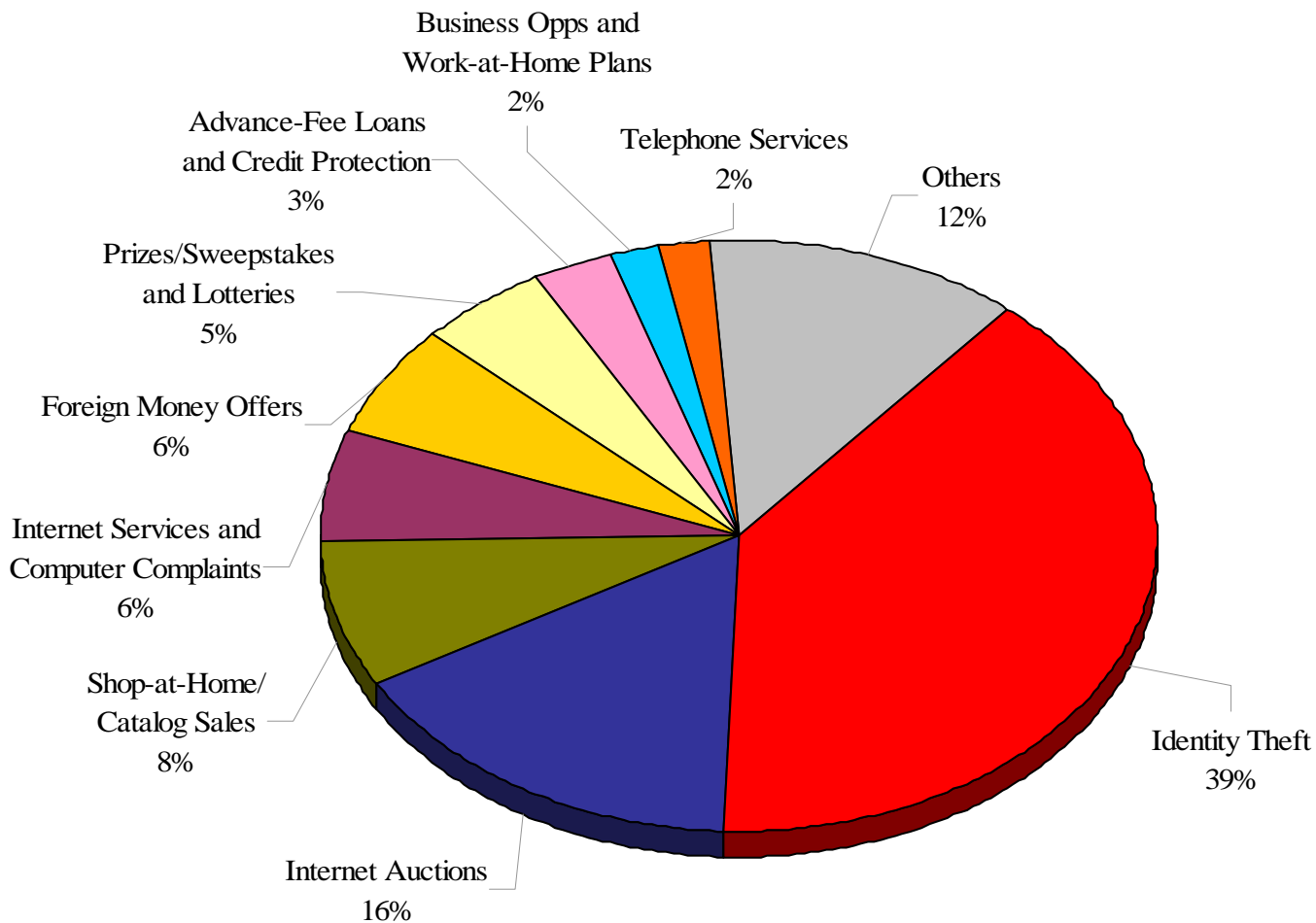


Sentinel Top Complaint Categories¹

January 1 – December 31, 2004



¹Percentages are based on the total number of Sentinel complaints (**635,173**) received between January 1 and December 31, 2004. For Sentinel category descriptions and three-year trends, see Appendices B and C.